



## DELAWARE JUDICIARY FAMILY COURT

### Non-Merit Position

(This position is exempt from the State of Delaware Merit Rules)

Posting: 03102023-FCDepDirOps

## DEPUTY DIRECTOR OF OPERATIONS

**Opening Date:** March 10, 2023

**Closing Date:** April 5, 2023

**Salary:** \$54,545.35 - \$64,171.00 per year (Minimum - Midpoint) Pay Grade 16

**Recruiting For:** Family Court

**Location:** City of Wilmington (New Castle County Courthouse)

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**Summary Statement:** This is an exempt position. The incumbent reports to the Director of Operations and manages several operational units in the New Castle County Family Court.

### **Essential Functions:**

- Direct the activities of several operational units and/or programs in New Castle County to ensure effective application of Court rules, policies, and procedures.
- Provides managerial and administrative direction to department supervisors in meeting the Court's operational goals and objectives.
- Manage and develop the skills of supervisors and coach supervisory staff to effectively share performance findings with senior staff and identify solutions based on performance data to create positive change within Operations.
- Ensures that case processing functions meet required Court and legal standards.
- Promote continuous quality improvement through the implementation of data tracking, performance and quality improvement processes.
- Supports the New Castle County Director of Operations and supervisors in planning, reviewing and managing the Court's automated systems.
- Responds to inquiries from Judges, Commissioners, attorneys, litigants, government officials and the general public regarding Family Court policies and procedures.
- Coordinates building maintenance, services, and other administrative activities related to the space occupied by Family Court.
- Performs related work as required.

**Minimum Qualifications:** Please address each item separately on the Minimum Qualifications page of the application. Resumes may not be substituted for the application. Failure to do so will result in disqualification. Failure in any one area will result in a rating of “not qualified.” Applicants must meet each of the following qualifications:

1. Experience in Court operations management and supervision.
2. Experience as a manager in case flow management principles, practices and procedures related to family law or criminal justice issues.
3. Experience as a manager in the interpretation and application of federal and state statutes, rules, regulations, standards, policies, and procedures related to the jurisdiction of Family Court, other juvenile court, juvenile services, or criminal justice system.
4. Ability to communicate effectively orally and in writing.

**Conditions of Employment:**

- A satisfactory criminal background check is required as a condition of employment.
- Direct deposit of paychecks is required as a condition of employment.

**Benefits:** To learn more about the comprehensive benefit package please visit the website at <https://dhr.delaware.gov/benefits/>.

**Submitting Your Application:** Visit the website at <http://courts.delaware.gov/career/> and click on “apply” next to the job posting. Then complete the Judicial Branch Non-Merit Employment Application in either Microsoft® Word or PDF format. Applications should be submitted prior to the closing date stated on this announcement by one of the following methods:

- Send your completed application as an e-mail attachment with the words “Deputy Director of Operations” in the subject line to: [FC\\_APPPS@delaware.gov](mailto:FC_APPPS@delaware.gov) (**preferred method**); or
- Fax your application to: 302-255-2202 Attention: Human Resources; or
- Mail your application to :  
Family Court of Delaware  
Human Resources  
500 N. King Street, Suite 3500  
Wilmington, DE 19801

**Attachments to Applications:**

- Please do not submit copies of evaluations, letters of reference, training certificates, or college transcripts unless requested.
- If supplemental information is requested by the posting, be sure to include it when you submit your application prior to the closing date.
- Applications or additional information will not be accepted after the closing date.
- Resumes will NOT be accepted unless accompanied by the application.

**Accommodations:**

- Accommodations are available for applicants with disabilities in all phases of the application and employment process. To request an auxiliary aid or service please call (302) 739-5458.
- TDD users should call the Delaware Relay Service Number 1-800-232-5460 for assistance.

**The Delaware Judiciary  
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